

**From:** Charles Miller <chuckssite@hotmail.com> on 06/12/2008 11:15:28 PM

**Subject:** Regulation AA

Jun 12, 2008

Federal Reserve Board Email comments

Dear Email comments,

I am in complete agreement with your proposed changes to make purchases with credit cards less onerous to the holder of the credit card. I do

not like the constant changes to the terms, always making it tougher to comply without incurring additional cost. Many of the problems do not usually apply to me as I try to pay off all my accounts each month. I use the card to avoid having to carry large amounts of cash, for ease in record keeping, and for some measure of control (I can cancel a charge through the card issuer). The change that has caused me the

most problem is the shorting of the grace period. The company computes the charges, but it is usually a week later before I get the bill, and there is not much time left to pay. I like to pay my bills on a weekend, so if I happen to miss a bill paying session because I'm away from home visiting my sons and grandkids, I may not get the bill paid on time. On my Discover card which has the greatest balance, I automatically pay \$75 from my bank account, so I know that I will always have at least a minimum payment that allows me to avoid the

service charge. It is ridiculous that they can charge \$30-\$35 when the payment is a day or two past the due date, but before they calculate the next bill. If the payment is there before the next bill is calculated, it should be applied to the bill. And, bills should be mailed so that there is at least two weeks between the normal receipt

date and the time I have to pay to get it to the company on time. Mail takes about 5 days each way, so we need at least 24 days from the calculation date to the due date. I still prefer the old 31 days.

Then there was no excuse for having a late payment. I usually call the card company to complain and usually, they remove the late payment charge. When they don't I cancel the card. It is their loss. For example, From the time I was married in 1966, I purchased nearly everything for our house at Sears. After one customer service rep. refused to remove the service charge, I cancelled the card. Sears now gets very little of my business. It has occurred with other companies also. These companies seem to forget that they operate in a competitive world. They need me more than I need them. But I hate to waste my time worrying about "did the payment get there on time?" or in arguing with the company. It is easier to cancel the card than to worry about it. Another option is having it paid

directly from my checking account - I do that with my Master Card. Any

stores, however, like Sears, that give me a hard time just lose my  
business. Thanks for considering the imposition of new rules that will  
remove the obscene finance charges and escalating interest rates.

.

Sincerely,

Mr. Charles Miller  
Powhatan, VA 23139-6245